

Comparisons of Job Characteristics

Focus Occupation: [Hotel, Motel, and Resort Desk Clerks \(43-4081\)](#)

Associated Occupation: [Office Clerks, General \(43-9061\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 85

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)

Associated Occupation: Office Clerks, General (43-9061)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Clerical	7.3	20.8	11.7	<< Extensive education and/or training may be required
Customer and Personal Service	11.3	14.7	17.4	> Current knowledge level is likely sufficient
English Language	11.2	11.9	10.2	< Expanded education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 91

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)

Associated Occupation: Office Clerks, General (43-9061)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Active Listening	11.0	11.5	10.2	< A higher skill level may be required
Reading Comprehension	10.7	11.5	9.5	< A higher skill level may be required
Service Orientation	7.9	8.7	10.8	> Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 97

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)**Associated Occupation: Office Clerks, General (43-9061)**

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Speech Clarity	10.2	10.7	10.2	0	Current ability level may be sufficient
Speech Recognition	9.9	10.3	10.5	0	Current ability level may be sufficient
Written Expression	9.8	9.8	7.4	<<	Extensive improvement in abilities may be required
Number Facility	6.3	7.1	6.6	0	Current ability level may be sufficient
Mathematical Reasoning	6.3	6.7	7.0	0	Current ability level may be sufficient
Memorization	5.6	5.8	6.0	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 83

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)**Associated Occupation: Office Clerks, General (43-9061)**

Work Activities	Exclusivity of Activity
Answer customer or public inquiries	41
Calculate monetary exchange	67
Compute financial data	53
Fill out business or government forms	42
Greet customers, guests, visitors, or passengers	63
Maintain account records	69
Maintain records, reports, or files	5
Provide customer service	14
Take messages	68
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 81

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)**Associated Occupation: Office Clerks, General (43-9061)**

Tools and Technologies	Exclusivity
Call management systems or accessories	19

Computers	1
Content authoring and editing software	1
Data management and query software	1
Information exchange software	1
Operating environment software	12

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.